

BRIAN MCNEIL

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CANDIDATE: CUSTOMER SERVICE PROFESSIONAL

*International Career Experience ~ Computer Systems ~ Customer Quality Control
Corporate Liaison to American, Asian, & European Clientele*

Proven professional who is able to multitask, while working under stressful situations & tight time constraints. I maintain excellent verbal & written communication skills, with an outstanding background in client relations. I have a friendly demeanor, a positive outlook on life, and an outgoing personality. I possess an attitude of good nature, and solid knowledge in the service field. Consistently has assumed responsibility to achieve goals within time and margin restraints. Self-motivated working independently, and able to work co-operatively as a team player. Also computer literate in Microsoft DOS, and proficient in software such as Microsoft Office; Access, Power Point, Quicken, Outlook, Adobe Acrobat, Word Perfect, and Excel.

CAREER ACCOMPLISHMENTS

- 3/12 - HOME DEPOT, Customer Service All-Star Award recipient
- 12/10 - INDEPENDENT MARKETING CONTRACTOR, Sales Executive
- 9/06 - BANK OF AMERICA, considered for promotion to Management
- 2/04 - MCI, Outstanding Account Executive Award recipient
- 12/02 - PC MALL, 2nd place Company Sales Award recipient
- 5/00 - U.S. DEPARTMENT OF COMMERCE, promoted to Assistant Crew Leader
- 10/99 - WARNER BROTHERS STUDIO STORE INC., promoted to Assistant Manager
- 11/98 - SEARS, Gold Customer Service Award recipient

SKILLS

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Collect, count, and disburse money, do basic bookkeeping, and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Process and prepare documents, such as business or government forms and expense reports.
- Compute, record, and proofread data and other information, such as records or reports.
- Type, format, proofread, and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.
- Monitor and direct the work of lower-level clerks.
- Complete work schedules, manage calendars, and arrange appointments.
- Review files, records, and other documents to obtain information to respond to requests.
- Make travel arrangements for office personnel.
- Train other staff members to perform work activities, such as using computer applications.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Troubleshoot problems involving office equipment, such as computer hardware and software.

PROFESSIONAL EXPERIENCE

ALLIEDBARTON SECURITY SERVICES, Los Angeles, California (Part-time position) Security Officer	3/15 to now
MEDICAL MANAGEMENT CENTER, Inglewood, California (Temporary position) Office Manager	3/14 to 3/15
PUBLIC SECURITY, Los Angeles, California (Part-time position) Unarmed Guard	4/11 to 12/12
HOME DEPOT, Inglewood, California (Part-time position) Installation Services Sales	8/11 to 8/12
AERO PORT SERVICES, Interline Operations, Los Angeles, California (Temporary position) Ramp Agent Driver	2/10 to 5/10
LOWES HIW, Hawthorne, California (Part-time position) 2nd Level Customer Service	5/08 to 1/09
SMART & FINAL STORES LLC, Inglewood, California (Temporary position) Customer Service	5/08 to 8/08
BANK OF AMERICA, Glendale, California Specialized Account Agent	4/06 to 10/06
ALCAL Roofing, and Water proofing, Corona, California (Seasonal Position) Industrial Construction Apprentice	8/05 to 12/05
MCI, Los Angeles, California Account Executive	1/04 to 7/04
PC MALL Corporate Headquarters, Torrance, California Account Executive	10/02 to 5/03
CALIFORNIA SCIENCE CENTER, Los Angeles, California Assistant Lead	10/01 to 5/02
VENTOR GROUP FRANCHISE, Torrance, California Assistant Manager	10/00 to 5/01
U. S. DEPARTMENT OF COMMERCE, Van Nuys, California (Temporary position) Assistant Crew Leader	4/00 to 8/00
WARNER BROTHERS STUDIO STORE INC., Burbank, California (Temporary position) Assistant Manager	10/99 to 1/00
SEARS, Los Angeles, California Sales Associate	10/97 to 4/99

EDUCATION

6/13 to Now	- West Los Angeles College, Computer Science (Pending)
6/09 to 6/10	- El Camino College, Manufacturing Technology Associates in Science (Pending)
2/11 to 3/11	- Difai City College, Guard, Baton, Teargas, Exposed Firearms, and First Aid/CPR training
5/09 to 7/09	- El Camino College (Northrop Grumman Corporation), Structures Technician course
9/08 to 6/09	- Los Angeles Southwest College, Finance
11/07 to 11/08	- Los Angeles Police Department ARTC, Candidate Assistants Program
5/06 to 9/06	- Los Angeles Fire Department Disaster Preparedness, Community Emergency Rescue Team
9/05 to 12/05	- L.A. Trade Technical (Department of Water and Power), Electrical Craft course
9/04 to 12/04	- Los Angeles Fire Department Stentorian Fire Fighter recruits training
9/02 to 6/03	- Associated Technical College, Telecom. & Computer Repair/Networking
6/97 to 9/97	- Re-Occupational Career Planning (Sales program)

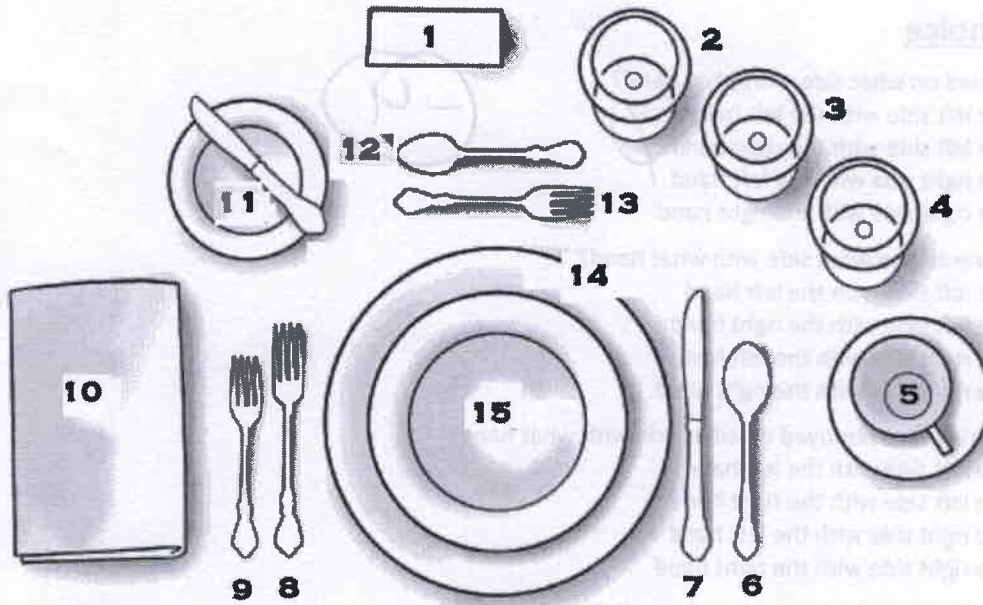
Multiple Choice

(-4)

- B 1) Food is served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 2) Drinks are served on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- D 3) Food and drinks are removed on what side with what hand?
a) On the left side with the left hand
b) On the left side with the right hand
c) On the right side with the left hand
d) On the right side with the right hand
- A 4) What part of a glass should you handle at all times?
a) The stem
b) The widest part of the glass
c) The top
- D 5) When you are setting a dining room how should you set up your tablecloths?
a) Neatly and evenly across the tables
b) The creases should all be going in the same directions
c) The chairs should be centered and gently touching the table cloth
d) All of the above
- D 6) If you bring the wrong entrée to a guest what should you do?
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
c) Try to convince the guests to eat what you brought them
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

- | | |
|--------------------------|---|
| <u>D</u> Scullery | A. Metal buffet device used to keep food warm by heating it over warmed water |
| <u>E</u> Queen Mary | B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish | C. Used to hold a large tray on the dining floor |
| <u>G</u> French Passing | D. Area for dirty dishware and glasses |
| <u>B</u> Russian Service | E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored |
| <u>F</u> Corkscrew | F. Used to open bottles of wine |
| <u>C</u> Tray Jack | G. Style of dining in which the courses come out one at a time |



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-------------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>3, 4</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>15</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>2, 4</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank.

- The utensils are placed 6 4 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? CREAM + SUGAR
- Synchronized service is when: MORE THAN ONE SERVER WORKS A TABLE
- What is generally indicated on the name placard other than the name? TABLE #
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ASK ABOUT ALLERGIES.